
Overview

This standard is about acting in accordance with organisational procedures following incidents of violence at work. It includes the skills and knowledge required for ensuring that the necessary information is communicated to the relevant employees whilst maintaining appropriate confidentiality and the follow up procedures are actioned.

This standard is for anyone who needs to act in line with organisational procedures after an incident of violence at work.

Performance criteria

You must be able to:

1. collate and record the facts relating to the incidents of violence at work
2. carry out an investigation following incidents of violence at work
3. maintain confidentiality about the incidents and everyone involved
4. share details about the incident with responsible persons
5. brief managers and responsible persons about the incident and who was involved
6. clarify all details and answer any questions about the incident
7. discuss possible consequences and confirm actions to follow after the incident
8. confirm the reporting procedures for any types of incidents
9. handle queries about the incidents in accordance with organisational policies and procedures
10. communicate with relevant employees respecting confidentiality of everyone involved in the incidents
11. review your organisational procedures in relation to violent incidents on a regular basis

Knowledge and understanding

You need to know and understand:

1. the procedures for safeguarding confidentiality in accordance with data protection regulation
2. your legal duties for ensuring your and other employees' well-being, safety and health in the workplace
3. the channels of communication within your organisation
4. the relevant procedures for reporting injuries, diseases, near misses and dangerous occurrences
5. the organisation's policy and procedures relating to the prevention of violence at work
6. the procedures relating to internal and external communications following an incident of violence
7. how to deal with external people in terms of confidentiality and privacy
8. how to handle queries from external sources and who the spokesperson is for such situations
9. the messages that should be conveyed and emphasised during external communications
10. the importance of sharing the relevant details in a timely manner
11. the importance of reassuring all employees about their health and safety
12. how to respond to questions and queries in relation to incidents of violence
13. to whom employees should take their concerns and complaints
14. the importance of following up the strategy within organisational and legal requirements
15. the relevant legislation for health and safety at work
16. the rules and etiquette of social media and online methods of communication
17. the legal responsibilities and your organisation's policy and procedures

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Act in accordance with organisational procedures following incidents of violence at work



Glossary